



I/3 Update: Frequently Asked Questions

**Government Oversight Committee Meeting
February 6, 2008**

1. How much of the unspent construction fund will be consumed this year?

The unspent balance in the construction fund (HF911) as of 12/31/2007 was \$1.105 million, which has been obligated to pay for the upgrade tentatively scheduled for implementation in June 2008. Approximately 55% of the balance will be spent on consulting, programming and development services, and 45% for computer hardware and electronic data storage.

2. Has the current rate for I/3 set by the Customer Council changed for FY08?

Based on an agreement with the federal government, the rate methodology for FY07 changed. In FY06, costs were allocated based on FTE's. In FY07, costs are allocated based on 3 components: FTE's, revenues and expenditures. The amount collected by this method for FY07 was \$2,310,902. For FY08, the amount that will be allocated is \$2,316,087 from departments and \$2,000,000 from RIIF funding.

3. How is the funding for FY09 planned?

Funding for FY09 will come from utility charges, a distribution appropriation, and an appropriation from the technology reinvestment fund. Customers fund operations based upon an allocation methodology that takes into account total dollars in payments/revenues and the number of employees.

FY09 Funding Source	Amount
Utility charges paid by customers	\$2,524,527
Distribution Appropriation	\$1,000,000
Technology Reinvestment Fund Appropriation	\$1,000,000

4. How is the upgrade of the I/3 systems that you told us about in May '07 coming along?

Budget

Upgrade to I/3 Budget will occur following completion of the I/3 Financial component and in a manner that best aligns with state budget activities. Projected upgrade timeframe is calendar year 2009.

Financial

The projected implementation of I/3 Financial is June 2008. Testing on both the technical and functional sides is in process and will continue until implementation weekend.

Data Warehouse

In conjunction with the I/3 Financial upgrade, an upgrade of the related data warehouse is also occurring. Due to the time it will take to convert the data for the data warehouse, this upgrade is planned for shortly after the I/3 Financial upgrade. Both the old and new data warehouses will be available simultaneously to provide as seamless of a transition as possible.

Core Infrastructure

Key electronic infrastructure components, including hardware, operating systems, database management software, and storage, have been installed and are operational for testing purposes. It is anticipated that this new infrastructure will provide enhanced performance, improved functionality, and a higher degree of cost and processing efficiency, including a potentially significant cost savings in data storage space.

5. What is being done about Continuity of Operations of this critical system?

Computer hardware and data storage infrastructure have been implemented in a strategic manner to provide disaster recovery capabilities for I/3. By locating a portion of key infrastructure in the Joint Forces Headquarters (JFHQ) in Johnston, system recovery activities can occur at that site in the event of a significant disruption to I/3 computing systems resident in the Hoover State Office Building. The disaster recovery plan is currently in development and addresses the numerous technical components and processes required to execute a recovery. The payroll COOP plan was tested recently through a complete recovery of the system at JFHQ.

6. How will the State benefit from this upgrade effort?

Since our last upgrade there have been approximately 20 different releases of the Financial software as well as multiple releases for Budget and the Data Warehouse. These releases include new functionality and also fixes to previous defects. Each new release of the software includes multiple enhancements for both the functional and technical side of I/3. For I/3 Financial alone, we have reviewed approximately 180 changes that have been made between our current release and the newest release. Of these changes, we are actively pursuing approximately two-thirds to determine whether to implement at the time of the upgrade or after. These changes include performance enhancement, improved current functionality, new functionality and improvements to the user interface (easier and more efficient for the end user).

7. Why does the State need to perform regular upgrades to I/3?

With I/3 the State has chosen to take advantage of new technologies, enhancements and fixes made by CGI. This makes I/3 an evolving system that continues to introduce new functionality to meet the informational and functional needs of our end users. Upgrades allow us to keep current with these changes. Upgrades also allow us to operate on supported hardware and related software as third-party vendors improve their products as well. In addition to upgrades to new releases of software, it is also important for us to implement fix packs, which can include fixes to the software, certifications of new technologies, and also enhancements without implementing each new release.

8. Why was the HR/Payroll portion deferred?

The deferral of HR/Payroll allows the State to achieve more stability and develop additional functionality in implemented products. It also allows CGI time to incorporate additional functionality into the baseline software which should drive fewer "custom" items that have to be developed and maintained by state staff. Resuming the HR implementation when these product improvements are complete will provide a better overall fit for the State of Iowa and potentially reduce project risk, cost, and timelines.

9. What has been completed on the HR/Payroll implementation project?

Much preliminary work has been accomplished in determining how ADVANTAGE HR would be used at the State of Iowa. Problem areas have been identified and potential resolutions have been documented. The State of Iowa has identified some areas where we could change processes in order to have a smoother transition to a new system. In addition, it was decided that we could proceed with the implementation of the applicant tracking module (BrassRing). This implementation was completed in June 2006.

10. What is the next step for HR/Payroll?

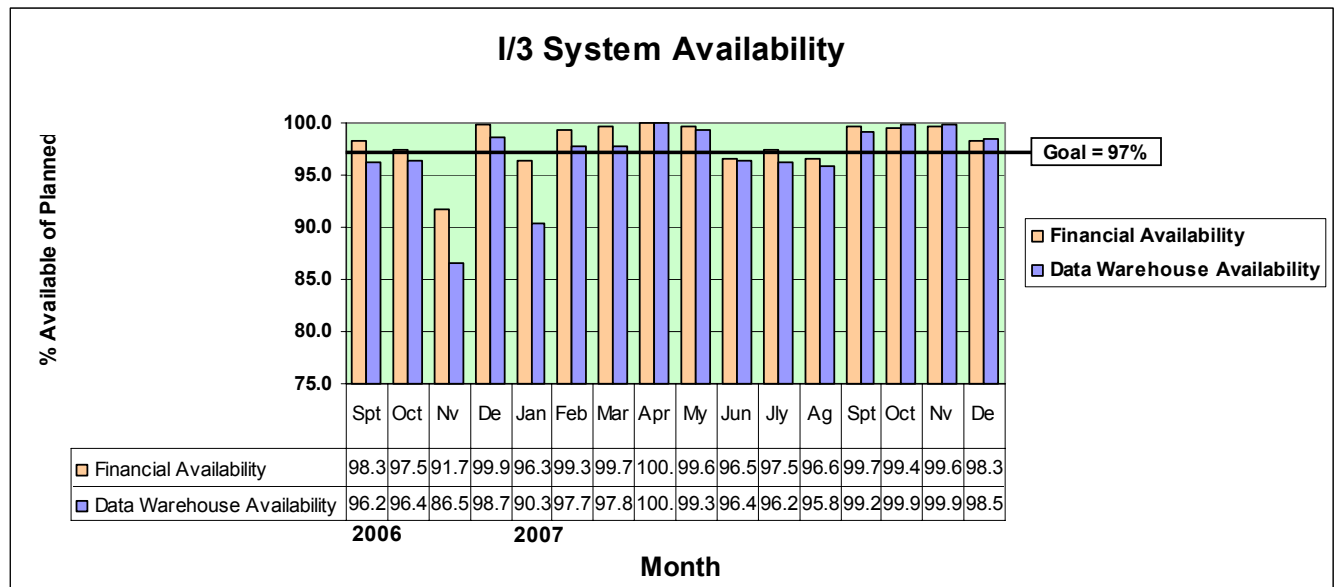
A budget offer was submitted for FY09 and is included in the Governor's recommendation that will assist with evaluating options, and to prepare and issue an RFP for the HR/Payroll function. Estimated completion date of these activities is fall of 2008, assuming funding is approved.

11. What accomplishments have been made toward providing a more reliable, stable and efficient system for users?

- Since May 2007 we have deleted over 305,000,000 million records from the database. These deletions, along with inactivating the summary tables that were accumulating the records, have reduced the size of our database, which has improved nightly cycle and back-up times, which, in turn, accounts for more consistent availability of I/3 for the end users.
- Phase I of a Web Service for certain interface files has been developed, which provides users a more confident process for ensuring certain large payments will be made when required. Further development of this functionality should allow us to process more documents outside of the nightly cycle, thereby reducing nightly cycle times even further and also providing opportunities to implement additional functionality without jeopardizing system availability for end users.

- Redesigned the process of updating certain financial data that is updated weekly and at month-end, which has showed initial savings of 2 -2 ½ hours per update.
- See graph below for availability statistics

I/3 Financial and Data Warehouse Availability Statistics 9/1/06 – 12/31/07



12. What major projects is the I/3 Team currently working on?

In addition to assisting users on a daily basis, the functional Subject Matter Experts (SMEs) are currently working on the following projects:

- Working in conjunction with requesting departments to provide site visits to assist them in utilizing I/3 to be as efficient and effective as possible for them. These site visits range from meetings lasting a couple of hours to several repeat visits and include, among other things, training, developing data warehouse reports, and analyzing current processes and where and how I/3 can assist. Recent site visits have been held with the Department of Natural Resources, Iowa Veterans Home and the Iowa Lottery.
- Redesigned the *Basics of I/3 Financial* training class. We are also working on developing joint classes with DAS-SAE on travel and with DAS-GSE on procurement. The intent of these classes is to provide end users not only with information on how to best utilize I/3, but also knowledge on statewide travel processes and procurement rules, regulations and processes.
- Based on the results of a user survey, have improved current reports to better meet their needs and when appropriate, incorporated the changes into Upgrade activities. We also improved the design of forms.
- Reviewing and revising current processes to position the State to be able to best utilize functionality available with the Upgrade. This review includes processes in both functional and technical areas.
- Working with the Income Offset program to develop interface to effectively and efficiently match debtors to State payments. This functionality currently resides inside of I/3. The creation of a separate system and subsequent interface into I/3 will allow for a more up-to-date debtor file with more flexibility for organizations to submit debtor records and more efficient updating of records upon matching. The end result should be more valid matches while utilizing a more efficient process.
- Working with DAS-GSE to develop an interface between the system that records procurement card (P-Card) transactions for both purchases and certain travel. This interface will allow the implementation of P-Card use for certain travel expenses and an expansion of the use of the current P-Card for purchases because it will allow for a more efficient method of data entry from the P-Card system into I/3 for payment.